



## Text Message Privacy Policy

**Effective Date:** 10/24/2024

At Relieve Pain Center, your privacy is of the utmost importance to us. This Privacy Policy explains how we collect, use, and protect your personal information when you engage with us through text messaging for healthcare communication. By providing your mobile number and participating in text messaging services with Relieve Pain Center, you agree to the terms outlined in this policy.

### 1. Information We Collect

We collect and store the following types of information when you opt in to receive text messages from us:

- **Personal Information:** This may include your name, phone number, and medical history, which you provide to us when registering for services or responding to our communications.
- **Text Message Content:** Any information shared in text messages, including questions, appointment requests, medical concerns, or feedback.

### 2. How We Use Your Information

The information we collect is used to enhance our services and provide efficient communication related to your healthcare. Specifically, we use text messaging for:

- Appointment reminders and scheduling
- Medical follow-ups and consultation notifications
- Health-related information, tips, and resources
- Billing inquiries and updates
- Responses to patient questions or requests

### 3. Data Security

We take appropriate technical and organizational measures to protect your information from unauthorized access, use, or disclosure. These measures include encryption of sensitive data, secure storage of personal information, and access control protocols for our staff.

However, please note that while we strive to protect your personal information, no system can be completely secure. By using our texting services, you acknowledge that some level of risk is inherent in online communications.

### 4. Sharing Your Information



We do not sell, rent, or share your personal information with third parties for marketing purposes. However, we may share your information in the following circumstances:

- **Healthcare Providers:** Information may be shared with your primary healthcare provider or specialists involved in your care for coordination of treatment.
- **Service Providers:** We may share your information with third-party vendors who assist us in operating our text messaging services, provided they agree to comply with our privacy and security standards.
- **Legal Requirements:** We may disclose your information if required by law or to protect our legal rights.

## 5. Your Rights

You have the right to:

- **Opt Out:** You can opt out of receiving text messages at any time by replying "STOP" to any text message or by contacting us directly. After opting out, you will no longer receive text messages from us, but we may still contact you via other means if necessary for your care.
- **Access and Correction:** You may request access to or corrections of your personal information by contacting our office.

## 6. Retention of Information

We retain your information only as long as necessary to provide our services, comply with legal obligations, and maintain accurate healthcare records in accordance with applicable law.

## 7. Changes to This Privacy Policy

We reserve the right to modify this privacy policy at any time. Changes will be effective upon posting to this page, with the updated date indicated at the top. We encourage you to review this policy periodically for any updates.

## 8. Contact Us

If you have any questions about this Privacy Policy or the way we handle your personal information, please contact us at:

Ph: 619-849-5777

Info@relievetpaincenter.com

By continuing to use our texting services, you confirm that you have read and agree to this Privacy Policy.